

Chapter 7: CCR log file messages

If you have a problem with CCR, be sure to check your error logs for information regarding the problem. To access your CCR error logs, use the following procedure:

- 1 Log in as **maint**.
- 2 Type **view** and press [Return].
Screen information such as the following appears:

```
maint> view
```

```
1. Oct_12_93.0001
2. REVERSE: Oct_12_93.0001
3. Oct_13_93.0002
4. REVERSE: Oct_13_93.0002
5. Oct_13_93.0003
6. REVERSE: Oct_13_93.0003
7. Oct_13_93.0004
8. REVERSE: Oct_13_93.0004
9. Oct_13_93.0005
10. REVERSE: Oct_13_93.0005
11. Oct_13_93.0006
12. REVERSE: Oct_13_93.0005
13. Oct_13_93.0007
14. REVERSE: Oct_13_93.0007
15. Oct_13_93.0008
16. REVERSE: Oct_13_93.0008
17. Oct_13_93.0009
18. REVERSE: Oct_13_93.0009
```

Make a selection/deselection by entering the desired value:

Note:

The messages contained within the SysLog file are discussed in Chapter 5, "Application Module and IPE Module error messages."

- 3** Type the appropriate number for the file you wish to view and press [Return]. By typing the number for a CCR log file, information like the following appears.

05/07/92 00:01:08 May_07_92.0056 created.

05/07/92 00:01:08 COMPLETED MIDNIGHT ROUTINE.

05/07/92 06:03:39 INFO 5019 Severity 0

Description: Statistics timed out on SL1.

Component: Call Execution Engine

Object: AcdStatList

Function: doTimeCheck

Data:

Miscellaneous: Restarting Statistics for ACD: 885A

The following commands are available while you are viewing a log file:

- | | |
|-------------------------|--|
| ↑ or u | scroll up through the file, one line at a time |
| ↓ or d | scroll down through the file, one line at a time |
| PgUp or U | scroll up through the file, a screen at a time |
| PgDn or D | scroll down through the file, a screen at a time |
| f | find a particular text pattern
When you enter f , you are prompted to enter the string to locate. Type in the information and press [Return]. If that pattern exists in the log file, a portion of the log file containing that pattern will appear.

Note: The f command is case-sensitive. If the system doesn't find the pattern you are looking for, ensure that you entered it correctly (with the proper mix of upper and lowercase characters). |
| n | find the next occurrence of the same text pattern |
| x | exit (return to the viewlog menu) |

Log files contain a list of messages that describe events and problems in the system. Some messages are one-line descriptions of events (preceded by date and time) and other messages include more information, in the following format:

m/d/y h:m:s class mmmm sev

where:

m/d/y	= date event took place
h:m:s	= time event took place
class	= identifies the message as one of the following: <i>info</i> —an event of interest occurred <i>warning</i> —information important to maintain correct operation <i>error</i> —the system was unable to perform a desired task <i>bug</i> —the system has identified an incorrect state <i>fatal</i> —the system has experienced interruption of service <i>alarm</i> —manual intervention is required by the system
mmm	= message number that uniquely identifies the message. All CCR messages are explained in more detail in this chapter, in order of message number.
sev	= severity code, where 1 is so severe that the system is inoperable. Codes 2, 3, and 4 have successively less impact, and 0 has no impact on the system.

Many messages are followed by a description (brief explanation of the message) and other parameters (component, object, and function) that help support personnel determine more about the nature of a problem. The Data parameter indicates any additional information pertaining to the event. See the example shown earlier in this chapter.

Messages

The log file provides brief information on each message. The following section provides a more thorough explanation of the messages (listed in message number order), the impact of the event or error, and where possible, a strategy for recovery. If a problem persists, contact your Nortel support personnel.

Some messages are accompanied by parameters that help pinpoint the location and possible cause for the event. In this section, optional parameters (those that are only reported in certain situations) are surrounded by square brackets ([Script name], for example). Cause parameters (shown as a number in the log file message) are described in more detail here.

1001

Log message Compiler out of memory

Parameters None

Description The application could not complete the validation as not enough memory was available to allocate.

Impact Not enough memory was available for complete validation. The script being compiled cannot be used without changes.

Recovery If large lists of constants (for example, specific ACD DN's) are used in the script, try to define these as variables rather than constants. This decreases compiler memory use. If the system is very busy (many calls active, many scripts installed), try compiling the script during a quieter time. Otherwise, make the script smaller.

1002

Log message Call processing out of memory

Parameters Cause 1, 2, 3, or 4 [Script Name], which have the following meanings

- 1: Could not allocate memory for tracking outstanding commands to the Meridian 1.
- 2: Could not allocate memory to activate a new Variable Table.
- 3: Could not allocate memory to activate a new Association Table.
- 4: Could not allocate memory to install a new script.
- 5: The Error Filtering will be impaired.

Description The call processing software could not allocate enough memory to continue its operation unimpaired.

Impact The impact differs for each cause, as follows:

- 1: Call synchronization with Meridian 1 may not be fully operational.
- 2: The Variable Table activation will be rejected.
- 3: The Association Table activation will be rejected.
- 4: The script installation will be rejected.
- 5: The Error Filtering will be disabled until call processing allocates more memory.

Recovery If this condition occurs under heavy load situations, ignore this message and retry during light load conditions. If it persists, or impairs the handling of calls too much, log in as maint and use the appexit and commands to clear out all memory usage.

1003

Log message CCR system manager out of memory

Parameters File Name and Procedure where the error occurred
User ID, [User Name], and Procedure where the error occurred
File Name, [Original Directory], and Procedure where the error occurred
[Script Name], [Script State], and Procedure where the error occurred.

Description The CCR system manager software could not allocate enough memory to continue its operation unimpaired.

Impact System memory is in short supply. The specified resource may not be created, or may not reset during start-up, at midnight, or during shutdown. This can interrupt script operation if the Variable Table or the Association Table is the affected resource. If the ACD statistics file is the affected resource, this can interrupt call processing. If the password file is the affected resource, this can prevent user logins.

This event may also indicate that the specified resource is not validated against the resource list or not moved to the correct directory during start-up, at midnight, or during shutdown. This should not affect the normal operation of the software.

Recovery Log out all user sessions except maint. Shut down and restart the system.

1004

Log message User Session out of memory

Parameters None

Description The user session software could not allocate enough memory to continue its operation unimpaired.

Impact System memory is in short supply. This message indicates that a user session could not continue or perform a task due to no memory.

Recovery If you have multiple user sessions, log some out. If this occurs during a high traffic period, wait until the traffic subsides. If this fails, restart the application. Reboot the system if the problem persists.

1005

Log message File read error

Parameters File Name

Description The CCR software encountered a read error on the specified file and aborted the related operation.

Impact Depending on which file is specified, the related operation may be aborted. For example, if the Event Log language files are unreadable, no log files are generated.

Recovery Disk errors may occur occasionally, and may not indicate a problem. If the errors persist, you may have to reinstall the application. Contact your Nortel support personnel if you are experiencing problems related to the area reported in the error message.

1006

Log message File write error

Parameters File Name

Description The software encountered a write error on the specified file and aborted the related operation.

Impact Depending on which file is specified, the related operation may be aborted. For example, if the Event Log cannot write its output files, no log files are generated.

Recovery Invoke the diskuse command. If the disk usage is not over 95%, contact your Nortel support personnel. If the disk usage is 95% or more, use the filedelete command to delete low priority files.

1007

Log message File create error

Parameters File Name

Description The software encountered a create error on the specified file and aborted the related operation.

Impact Depending on which file is specified, the related operation may be aborted. For example, if the Event Log cannot create its output files, the no log files are generated.

Recovery Invoke the diskuse command. If the disk usage is not over 95%, contact your Nortel support personnel. If the disk usage is 95% or more, use the filedelete command to delete low priority files.

1008

Log message File open error

Parameters File Name

Description The software encountered an error trying to open the specified file and aborted the related operation.

Impact Depending on which file is specified, the related operation may be aborted. For example, if the Event Log cannot open its language files, no log files are generated.

Recovery Use the fileverif command to verify system files. Invoke the diskuse command to ensure there is available space. Use the applexit and commands to restart the application. If the problem persists, reboot the system.

1009

Log message The process died due to an unrecoverable error.

Parameters Cause 1, 2, or 3, which have the following meanings

- 1: Call processing software restarted
- 2: Event Log software restarted
- 3: CCR system manager software restarted

Description The software encountered an unrecoverable internal condition and was restarted by the system watchdog utility.

Impact This event causes a system reset and the impact differs for each cause, as follows:

1. System operation will be halted while the system reloads the call execution machine. Messages reporting that activity should follow.
2. There is no operational impact on the system.
3. The internal data structures are rebuilt, but there is little operational impact to the system.

Recovery The software recovers automatically. The log file may indicate that certain scripts, variables, and so on could not be installed. If so, these must be reinstalled manually using the rstdata command.

1010

Log message Internal data structures in call processing are overflowing.

Parameters Cause 1, 2, or 3, which have the following meanings

- 1: Too many outstanding commands to Meridian 1
- 2: Too many installed scripts
- 3: Too many variable tables

Description The call processing software is overflowing its data structures.

Impact The impact on the system can differ according to the cause, as follows:

- 1: This condition may point to a communications problem with Meridian 1.
- 2: The internal limit (1000) of the number of installed scripts in the call processing software has been reached.
- 3: The internal limit (50) of the number of variable tables in the call processing software has been reached.

Recovery Recovery processes also differ according to cause, as follows:

- 1: Investigate the communications link between Meridian 1 and the CCR Module to ensure messages are flowing correctly in both directions. Restarting the application clears the problem temporarily.
- 2: Remove scripts that are no longer used for active call processing.
- 3: Wait for the call turnover to release old versions of variable tables kept by the call processing software while active calls against them still exist. If the problem persists, or there are no known active calls, restart the application.

1011

Log message The system profile file contains invalid data.

Parameters None

Description Data required from the system profile file was not found during start-up of the call processing software.

Impact The application does not start up.

Recovery Use the version command to verify which CCR is installed. Verify that the information reported is correct. Reinstall the software.

1012

Log message Unable to establish communication path with the Meridian 1.

Parameters Cause 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, and 14 which have the following meanings

- 1: Queue read failure.
- 2: Application Registration API failure.
- 3: Application Registration rejected.
- 4: No response to the Application Registration.
- 5: The queue for communication with AM software is full.
- 6: Maximum outstanding requests detected by the API or AM Base. No more allowed.
- 7: AM Base cannot be accessed. Request cannot be executed.
- 8: Meridian 1 not responding to Link Status or Package query message—keep trying.
- 9: Meridian 1 rejected the start-up message.
- 10: An AM software error occurred such that the request could not be processed.
- 11: The requested device is not acquired.
- 12: The device is already locked by another application.
- 13: API/CCR detects response time out for request.
- 14: An unknown error was returned by the API software.

Description The application attempts to establish the communication path with the Meridian 1.

Causes 1, 2, 3 and 4 have to do with application registration. If the application fails to start up after three tries due to communication failure, the application will report this error and shut down automatically.

Causes 8 and 9 have to do with Link Status and Package query requests. If the application fails to receive the response, it will retry the request constantly.

The rest of the causes (5, 6, 7, 10, 11, 12 and 13) indicate problems occurring at either the API software or AM Base. If this error occasionally occurs during high traffic, ignore the error because the communication path should be reestablished once the traffic dies down. However, if this error occurs repeatedly, there may be a serious error in the communication path; both the application and the AML must be reset to correct the problem.

Impact The application starts up and attempts to establish the communications path. Upon failure to do so after a maximum number of retries (three retries, except with respect to cause 8, which is retried constantly), the call processing software reports this error and shuts down automatically.

Recovery Recovery procedures differ according to the cause.

1: Shut down and restart the application.

2-7: Use the tapeinfo command to verify the version of the CCR tape installed. Verify that the information reported is correct. If it is, reinstall the software.

8-9: Check Meridian 1 software packaging and release compatibility.

1013

Log message The process restarted unexpectedly due to error.

Parameters Component, Object, and Function

Description The reporter process restarted because of an error.

Impact Some traffic messages may be lost.

Recovery The system recovers automatically.

1014

Log message Unable to establish inter-process communication path.

Parameters Component, Object, and Function

Description Inter-process communication could not be established between the reporter and other processes.

Impact The traffic reporting feature is disabled.

Recovery Use the appexit and commands to restart the application.

1015

Log message The process died due to inability to respond to polling.

Parameters Component, Object, and Function

Description The Call Processor has gone into an unknown state, and was unable to respond to polling messages from the Link Software in the allotted time. When this happens, the Call Processor is trying to reset itself by reinitializing itself.

Impact Cannot process new calls while initializing.

Recovery Automatic recovery

Misc. Application registration released ... restarting call processing software.

1016

Log message CDN acquire failed

Parameters Component, Object, Function, Cause 1

1: Bad association ID

Description The CDN acquire request was rejected by MSL-1 due to some problem with the association id.

Impact The CDN cannot be used because it is not acquired. Usually it is a very serious problem when this error shows. It implies the subsequent CDN acquires may meet the same problem.

Recovery CCR will restart itself and try to correct the problem.

1017

Log message Package query failed

Parameters Component, Object, Function, Cause 1, 2, 3

1: Bad Association ID

2: An error occurred trying to send the command to SL-1

3: Invalid Reason

Description The package query request was rejected by MSL-1 due to some unknown synchronization problems.

Impact This is a fatal error. CCR will restart itself and try to correct the problem.

Recovery CCR restarts itself.

1018

Log message Application deregistration failed

Parameters Component, Object, Function, Cause 1, 2, 5

1. Bad Association ID/ CCR System Initialization
2. CCR Request Timed Out
5. Invalid Password

Description The CCR application was not able to be deregistered smoothly due to some unknown synchronization problems.

Impact MSL-1 will still think CCR is alive until it times out.

Recovery The CCR application will be shut down on time-out. This situation will be cleared up by itself when the time-out comes.

1019

Log message CDN acquire release failed

Parameters Component, Object, Function, Cause 1 or invalid reason

1. Bad Device ID
3. Invalid Reason

Description The CDN acquire release request was rejected due to some unknown synchronization problems.

Impact The CDN cannot be released. This means that the CDN cannot be released or acquired again by CCR.

Recovery The CCR application should be shut down and restarted.

1020

Log message CCR process halted due to invalid packaging.

Parameters None

Description No CCR package was installed. The system profile has been corrupted and/or the installation was not performed properly.

Recovery Use the version command to verify the CCR package installed. Reinstall the CCR package.

1021

Log message Internal compiler error.

Parameters None

Description The compiler has problems interpreting the math expression portion of the script.

Impact The script is not compiled due to the internal compiler problem.

Recovery Reduce and simplify the number of intrinsics or variables in the math expression. If it persists, contact NT support personnel.

2001

Log message An invalid message was received.

Parameters Cause 1, 2, 3, 4, 5, or 6; Message Type; and Procedure where the error occurred.

- 1: Invalid message from user session software to Call Processing
- 2: Unused
- 3: Invalid Message from Meridian 1 to Call Processing
- 4: Invalid message from Call Processing to the system manager
- 5: Invalid message from the user session to the system manager
- 6: Invalid message from the system manager to the user session

Description An unknown message type was received from the software. The occurrence could point to a software error, synchronization problem, or packaging mismatch.

Impact There is no impact. The system ignores the event.

Recovery No direct recovery is necessary since the software ignores the event.

2002

Log message Link congestion is reported by Meridian 1.

Parameters None

Description When Meridian 1 detects 10 consecutive time-outs (of four seconds each) for a CCR software reply to an incoming call event, Meridian 1 assumes the link is congested.

Impact When Meridian 1 detects link congestion, it issues a message to the CCR software to clear out the backlog of messages. All calls are given default treatment by Meridian 1 until the CCR software responds to this message, indicating to Meridian 1 that the communications path is cleared.

Recovery The software resynchronizes automatically, with the possibility of some calls receiving default treatment for a short time. If this event occurs under high load conditions, the software is running above its capacity. If it happens during low load conditions, there is a configuration or software error.

2003

Log message Application protocol violation detected

Parameters Cause 1, 2, or 3 and Message Type

- 1: Meridian 1 response received out of sequence
- 2: Meridian 1 response received for an unknown command
- 3: Meridian 1 response received for an unknown call

Description A protocol violation has occurred in the messaging interface between Meridian 1 and the CCR software.

Impact The event is ignored by the software and CCR recovers automatically.

Recovery If this event occurs under high load conditions, the software is running above its capacity. Messages may be lost due to overloaded communications resources, giving rise to protocol violations. If it happens during low load conditions, there is a configuration or software error.

2004

Log message Meridian 1 link failed

Parameters None

Description The communications software has detected that the link to Meridian 1 has failed.

Impact All call processing will immediately and automatically switch to Meridian 1 default treatment for both existing calls and new calls. The call processing software will lose all knowledge of any active calls. When the link recovers, the software will recover automatically.

Recovery Investigate why the link failed and correct the problem. If the software doesn't seem to recover, disable and enable the link.

2005

Log message Meridian 1 initialized

Parameters None

Description A notification is received from Meridian 1 that a Meridian 1 initialization has occurred. This notification is sent to the CCR software after Meridian 1 has completed its initialization procedures.

Impact This event resynchronizes the Meridian 1 and CCR software. Meridian 1 loses all queued calls during an initialization. CCR call processing is stopped for all active calls when this notification is received. If no calls were active at the time of the notification, there is no impact to the application.

Recovery The software recovers automatically.

2006

Log message Script exception occurred during call processing

Parameters Cause 1, 2, 3, 4, or 5; [Script Name, Script Offset]

- 1: Invalid opcode encountered
- 2: Invalid parameter in opcode encountered
- 3: Invalid statistics access encountered
- 4: Stack overflow encountered
- 5: Stack empty condition encountered

Description An invalid operation was encountered during script operation for a call.

Impact Script processing for the call is curtailed. Exceptions may occur for other calls depending on the conditional testing in the script for the statement where the exception occurred.

Recovery Remove the script from active call processing, then revalidate and reinstall it.

2007

Log message Script installation failed

Parameters Cause 1, 2, 3, 4, 5, or 6 and Script Name

- 1: Bad message: missing or wrong information in the request message
- 2: Meridian 1 link down: statistics changes required to complete the installation cannot be requested
- 3: Time-out on requested statistics changes from Meridian 1
- 4: Request clash: another script installation is already under way
- 5: Load failure: the call processing software could not successfully load the script into memory
- 6: Duplicate script: script is already installed

Description A script installation into the call processing software failed to complete. The script is not installed.

Impact The script cannot be used in active call processing until the problem has been corrected.

Recovery Recovery differs according to the cause, as follows:

- 1: Software error—log out and log back into the system, then retry the installation.
- 2: The script installation requires changes in the statistics information from Meridian 1. When the link is down, these changes cannot be requested to complete the script installation. Try again later when the link is up.
- 3: The script installation requires changes in the statistics information from Meridian 1. No response to the requests was received from Meridian 1. Check the status of the link and try again.
- 4: This is an attempt to install more than one script at a time. Find the log file entries for the installation underway and when it completes, retry the installation.
- 5: Call processing was unable to install the script, possibly because of shared memory or other memory allocation problems. Try again later or restart the application.
- 6: This script is already installed. Remove the script before trying to reinstall it.

2008

Log message Script removal failed

Parameters Cause 1, 2, 3, or 4 and Script Name

- 1: Bad message: missing or wrong information in the request message
- 2: Meridian 1 link down: statistics changes required to complete the removal cannot be requested
- 3: Time-out on requested statistics changes from Meridian 1
- 4: Unknown script: script is not installed

Description A script removal from the call processing software failed to complete. The script is not removed or never was installed.

Impact This indicates a software error. If the script can be reinstalled, then there is no impact. If not, restart the software to clear the problem.

Recovery Recovery differs according to the cause, as follows:

- 1: Software error—log out and log back into the system, then retry the removal.
- 2: The script removal requires changes in the statistics information from Meridian 1. When the link is down, these changes cannot be requested to complete the script removal. Try again later when the link is up.
- 3: The script removal requires changes in the statistics information from Meridian 1. No response to the requests was received from Meridian 1. Check the status of the link and try again later.
- 4: This is an attempt to remove a script of which call processing software is unaware. Since the script is not installed, there is no need to remove it.

2009

Log message Variable Table activation failed

Parameters Cause 1, 2, 3, 4, or 5

- 1: Bad message: missing or wrong information in the request message
- 2: Meridian 1 link down: statistics changes required to complete the installation cannot be requested
- 3: Time-out on requested statistics changes from Meridian 1
- 4: Request clash: another Variable Table was activated
- 5: Load failure: the call processing software could not successfully load the Variable Table into memory

Description A Variable Table activation failed to complete. The previous version of the Variable Table remains active.

Impact The new variables cannot be used in active call processing until the problem has been corrected.

Recovery Recovery differs according to the cause, as follows:

- 1: Software error—log out and log back into the system, then retry the activation.
- 2: The Variable Table activation requires changes in the statistics information from Meridian 1. When the link is down, these changes cannot be requested to complete the Variable Table activation. Try again later when the link is up.
- 3: The Variable Table activation requires changes in the statistics information from Meridian 1. No response to the requests was received from Meridian 1. Check the link status and try again.
- 4: This is an attempt to activate more than one table at a time. Find the log file entries for the activation underway and when it completes, retry the activation.
- 5: Call processing was unable to activate the Variable Table, possibly because of shared memory or other memory allocation problems. Try again later or restart the application.

2010

Log message Association Table activation failed

Parameters Cause 1, 2, 3, and 4 which have the following meanings

- 1: Bad message: missing or wrong information in the request message
- 2: Request clash: another Association Table activation was already underway
- 3: Load failure: the call processing software could not successfully load the Association Table into memory
- 4: Activation failure: the maximum allowable number of active associations has been exceeded

Description An Association Table activation into the call processing software failed to complete. The previous version of the Association Table remains active.

Impact The new associations cannot be used in active call processing until the problem has been corrected.

Recovery Recovery differs according to the cause.

- 1: Software error—log out and log back into the system; then retry the installation.
- 2: This is an attempt to activate more than one table at a time. Find the log file entries for the activation underway and when it completes, retry the activation.
- 3: Call processing was unable to activate the Association Table, possibly because of shared memory or other memory allocation problems. Try again later or restart the application.

4: This is an attempt to activate an association table with too many active associations for the installed CCR package. The active association limit is displayed in the data section of this log event. Retry the activation of the association table with active associations numbering less than or equal to that limit.

2011

Log message Call rejected by call processing software

Parameters Cause 1, 2, 3, 4, or 5; [CDN], [Script name], and Miscellaneous information

- 1: Unable to allocate memory for a new call
- 2: No association for the CDN
- 3: No script found for the call
- 4: Duplicate call ID or Invalid call ID
- 5: Unable to execute script—either first statement encountered is QUIT, WAIT, or SILENCE, or an invalid value for a Queue intrinsic has been detected

Description An incoming call cannot be handled by CCR. The call is handed back to Meridian 1 default operation.

Impact The call receives default treatment rather than script treatment.

Recovery Recovery differs according to cause.

- 1: Call processing cannot allocate new memory for the call. If this happens under a high load condition, it indicates the application is running above capacity. Under low load conditions, it may indicate a software memory allocation problem. Restart the application.
- 2: A call arrived from a CDN that does not appear in the Association Table. The CDN is switched to default mode on Meridian 1. Add an association and reset the CDN to controlled mode on Meridian 1.
- 3: The script that the association pointed to could not be found by call processing. Software error—restart the application.
- 4: If this message appears in the Error Log repeatedly due to invalid call ID: 0 (hex), most likely the call ID package (247) is not equipped in the Meridian 1 software. Make sure that the call ID package is turned on.

For duplicate call IDs, a call arrived with the same identification number as an existing call. This situation is likely to point to a software error, (old calls in the system are not being cleaned up). Restart the application.

5: For the specific conditional branches that executed for this call, the first statement encountered by call processing was a QUIT or WAIT statement. These are not valid first treatments, so the call was handed to Meridian 1 for processing. Correct the script.

2012

Log message Flow control level 2 indication received from the Meridian 1

Parameters None

Description A flow control level 2 indication (see “Notes on flow control” below) issued by the Meridian 1 indicates that the inbound traffic flow exceeds configured limits. The limits can be changed, or the system is temporarily operating above its capacity. This situation is cleared by a subsequent flow control level 0 indication.

Impact Messages may be lost if the condition persists.

Recovery Check configuration parameters on Meridian 1 and change them if necessary, especially if this occurs under normal call volume. If the configuration is correct and the problem persists, it indicates the system is running above capacity.

Notes on flow control

Errors related to flow control have the following severity levels:

- Level 0 indicates no flow control (the flow control condition has cleared). Continue or resume normal call processing operation. See CCR message 6018.
- Level 1 is a warning that messages are being sent to Meridian 1 too quickly. Call execution is slowed down by waiting for a short period of time before continuing to the next call execution. Therefore the message traffic generated is much lower than during normal operation. New calls are handled immediately. See CCR message 5001.
- Level 2 is similar to level 1 except that now no call initiation messages may be sent to Meridian 1. All new calls will be rejected to the Meridian 1 for default treatment. Existing calls will be suspended (no further execution of calls will be done until level 0 is restored or the link fails). See CCR message 2012.
- Level 3 indicates that no input can be sent to Meridian 1. New calls will time-out, or be defaulted by the Meridian 1 before it even sends the new call indication to CCR. Because CCR can no longer communicate with the Meridian 1, it will treat a Level 3 Flow Control event the way it treats a Link Down event. That is, it will clean up its entire call database and do nothing until the situation clears (Level 0 indication, equivalent to a Link Up event). All existing calls in the system will be reverted to default by the Meridian 1. See CCR message 2013.

Flow control parameters are defined in the Meridian 1 configuration for the AML. The following parameters are defined in LD17 for the ESDI or MSDL port corresponding to the AML:

- SECU=YES
- INTL (the interval period for determining flow control)
- MCNT (the threshold for the number of messages during the interval set for INTL)

2013

Log message Flow control level 3 indication received from the Meridian 1. Refer to “Notes on flow control,” CCR message 2012.

Parameters None

Description A flow control level 3 indication (see “Notes on flow control” following message 2012) was issued by the Meridian 1 indicating that the Meridian 1 inbound traffic flow consistently exceeded configured limits. The system may be temporarily operating above its capacity. A subsequent flow control level 0 indicates when the system is again operating at normal capacity.

Impact Messages will be lost until the condition is cleared.

Recovery If flow control indication does not return to 0, especially if the situation occurs when call volume is below normal, check configuration parameters on Meridian 1 and change them if necessary. If the configuration is correct and the problem persists, it indicates the system is running above capacity.

2014

Log message Previous event suppressed when it was repeated too many times

Parameters None

Description An error message filtering function in the event logging software keeps the same error from logging in the log file. Once the same event is logged five times consecutively, message 2014 appears when the sixth request is received. This event is not logged again until another event is received and logged. The intent is to keep runaway errors from crippling the system.

Impact No operational impact

Recovery Investigate why the error preceding this event occurred repeatedly and clear the problem.

2015

Log message Fail to delete session entry from user session list: operation aborted

Parameters User ID, Process ID, Lock Type, Error Status, and Procedure where the error occurred

Description The software was trying to delete a specified user session entry from the list of existing user sessions, but failed. This can happen during restart or midnight routines, or when a user logs out of the application.

Impact This does not affect normal software operation unless coupled with a memory shortage or file open/close error from the reported error status.

Recovery No recovery is required unless there is also a memory shortage or file open/close error, or unless the problem persists. If there is a memory shortage error, log out all unnecessary user sessions. If there is a file open/close failure, check the integrity of the file system using the fileverif command. If the problem persists, restart the application.

2016

Log message Fail to write script state in the script list: operation aborted

Parameters Script Name, Script State, [Process ID, Action Type, Cause], Error Status, and Procedure where the error occurred

Description This may happen during system shutdown, midnight routines, or when a user session is manipulating script files (editing, validating, or installing, for example).

Impact This has no impact on normal software operation unless there is a shortage of memory or a file open/close error, indicated by the error status parameter.

Recovery The software aborts the transaction automatically. Contact your Nortel support personnel.

2017

Log message Fail to write to the Variable Table file: references not reset

Parameters Error status and procedure where the error occurred

Description This happens during shutdown or restart of the call processing software. The software failed to update the file copy of the Variable Table after resetting the variable references.

Impact The memory copy of the Variable Table may not be the same as the file copy.

Recovery Remove all scripts, log out, log back in, activate the Variable Table, and reinstall scripts. If the error persists, shut down and restart the application. Use the fileverif command to check the file system integrity.

2018

Log message Fail to reset references in the Variable Table, in memory, and on file

Parameters Error status and procedure where the error occurred

Description This happens during shutdown or restart of the call processing software. The software failed to reset the variable references. All of the references should be reset when the system starts up or after a call processing software failure.

Impact If the user starts to install call scripts, call processing may fail the installation because the Variable Table is not active in the call processing software.

Recovery Remove all scripts, log out, log back in, activate the Variable Table and reinstall scripts.

2019

Log message Fail to read in the Variable Table: references not reset

Parameters Error status and procedure where the error occurred

Description This happens during shutdown or restart of the call processing software. The software failed to read in the Variable Table; thus, it failed to reset the variable references upon shutdown or call processing software restart.

Impact If the user starts to install call scripts, call processing may fail the installation because the Variable Table is not active in the call processing software.

Recovery Remove all scripts, log out, log back in, activate the Variable Table and reinstall scripts.

2020

Log message Fail to open a directory: directory validation skipped

Parameters Directory and procedure where the error occurred

Description This may happen during start-up, midnight routines, or shutdown. The software failed to open the given directory for read access. Validation or traversal of the specified directory is skipped.

Impact If this happens during start-up and is called from the Build Profile List, the profile list is not being built, which may affect the operation of user profile maintenance. If this happens during midnight and shutdown procedures, the given directory is not being validated against the system resource list. If it happens only once, it should cause no problem for normal software operation.

Recovery Shut down and restart the system.

2021

Log message Fail to open a user profile for read: validation of the profile aborted

Parameters User ID, Directory, and Procedure where the error occurred

Description Failure to open a user's profile file for read access. Most likely the profile has been deleted without updating the profile list or the file has the wrong permissions.

Impact This should cause no problem for normal software operation unless a user tries to edit the profile (which does not exist).

Recovery Shut down the system and restart. If that does not clear the problem, check file system integrity, using the fileverif command.

2022

Log message Fail to insert a profile into the profile list: operation aborted

Parameters User ID, User Name, [Action Type, Cause,] Error Status, and Procedure where the error occurred

Description This happens during start-up, midnight routines, shutdown, or user profile manipulation. The software failed to insert the profile entry into the profile list. Insertion is aborted.

Impact This should not affect the normal operation of the software, unless coupled with a memory shortage or file read/write error. The specified profile may also exist while the software thinks that it does not exist.

Recovery If the problem occurs repeatedly or hinders user profile manipulation, use the ccrmidnight command or restart the system.

2023

Log message Fail to delete a profile from the profile list: operation aborted

Parameters User ID, Process ID [User Name, Action Type, Cause], Error Status, and Procedure where the error occurred

Description This happens during midnight routines, shutdown, or user profile manipulation. The software failed to delete the profile entry from the profile list. Deletion is aborted.

Impact This should not affect the normal operation of the software, unless coupled with a memory shortage or file read/write error. The specified profile may not exist while the software thinks it is there.

Recovery If the problem occurs repeatedly or hinders user profile manipulation, use the ccrmidnight command or restart the system.

2024

Log message Fail to write user name into the profile list: operation aborted

Parameters User ID, User Name [Process ID, Action Type, Cause], Error Status, and Procedure where the error occurred

Description This happens during midnight routines, shutdown, or user profile manipulation. The software failed to write the User Name into the User Profile entry of the User Profile List. Update of the User Name is aborted.

Impact This should not affect normal software operation, unless coupled with a memory shortage or file read/write error. The specified profile may contain a user name that is not in the user profile list.

Recovery If problem occurs repeatedly or hinders user profile manipulation, use the ccrmidnight command or restart the system.

2025

Log message Fail to delete the file from the directory: operation aborted

Parameters File Name and Procedure where the error occurred

Description Failure to delete the file from its directory when trying to move the file to the Trash Directory. The file deletion attempt is aborted.

Impact This should not impact the normal operation of the software, except that the file that was supposed to be deleted is still there.

Recovery If this problem persists, use the `ccrmidnight` command or restart the system. If the problem occurs more frequently than before, check file system integrity, using the `fileverif` and `diskuse` commands.

2026

Log message Fail to copy file from one directory to another: operation aborted

Parameters File Name and Procedure where the error occurred

Description Failure to copy the file from its directory to the Trash Directory. The copy operation is aborted.

Impact This should not impact the normal operation of the software. The file is not copied to the Trash Directory.

Recovery If this problem persists, use the `ccrmidnight` command or restart the system. If the problem occurs more frequently than before, check file system integrity, using the `fileverif` command.

2027

Log message Fail to delete script from the script list: operation aborted

Parameters Script Name [Process ID, Action Type, Cause], Error Status, and Procedure where the error occurred

Description This happens during midnight routines, shutdown, or script manipulation. The software failed to delete the script entry from the script list. The entry deletion is aborted.

Impact This should not impact the normal operation of the software. There will be an inconsistency in the specified script. The software thinks that the script is there, but either it does not exist or it has the wrong file permissions.

Recovery If this problem persists, use the `ccrmidnight` command or restart the system. If the problem occurs more frequently than before, check file system integrity, using the `fileverif` command.

2028

Log message Fail to insert a script into the script list: operation aborted.

Parameters Script Name, Error Status, and Procedure where the error occurred

Description This happens during midnight routines, shutdown, or script manipulation. The software failed to insert the script entry into the script list. The entry insertion is aborted.

Impact This should not impact the normal operation of the software. There will be an inconsistency in the specified call script. The call script now exists, but the software thinks that it does not.

Recovery If this problem persists, use the `ccrmidnight` command or restart the system. If the problem occurs more frequently than before, check the file system integrity, using the `fileverif` command.

2029

Log message Cannot create an existing resource: operation aborted

Parameters User ID, User Name, Process ID, Action Type, Cause, and Procedure where the error occurred; or Script Name, Process ID, Action Type, Cause, and Procedure where the error occurred

Description This happens during user profile or call script creation. The software does not allow creation of a resource if it already exists. The resource creation is aborted.

Impact This should not impact the normal operation of the software. The resource created may not be a valid resource, since the software never considered its duplicate existence.

Recovery No user intervention is needed.

2030

Log message Cannot edit a non-existing resource: edit request ignored

Parameters User ID, Process ID, Action Type, Cause, and Procedure where the error occurred

Description This happens after a user profile edit. CCR does not allow editing of a non-existing resource. The edit attempt is ignored.

Impact This should not impact the normal operation of software. The edit action is ignored and if the user name is changed, the change will not be updated in the profile list.

Recovery No user intervention is needed.

2031

Log message Cannot delete a non-existing resource: operation aborted

Parameters User ID/Script Name, Process ID, Action Type, Cause, and Procedure where the error occurred

Description This happens after user profile or call script deletion. The software does not allow deletion of a non-existing resource. The deletion is ignored.

Impact This should not impact the normal operation of the software. The delete action is ignored and aborted.

Recovery No user intervention is needed.

2032

Log message Invalid action type in message: message ignored or transaction aborted

Parameters User ID/Script Name, Process ID, Action Type, Cause, and Procedure where the error occurred

Description This happens during user profile and call script manipulation. An invalid action type is encountered. The message received is ignored or the specified profile or script list is not built.

Impact The indicated action (Action Type) to the indicated system component did not occur. The user may perceive that some action did not take place.

Recovery Report the problem to your Nortel support personnel.

2033

Log message Invalid cause value encountered in message: message ignored

Parameters User ID/Script Name, Process ID, Action Type, Cause, and Procedure where the error occurred

Description This happens during user profile, call script, and Association Table manipulation. An invalid cause is encountered in the message from the user session. The message received is ignored.

Impact Loss of that particular message.

Recovery No user intervention is needed.

2034

Log message Fail to write lock type into the session list: operation aborted

Parameters User ID/Script Name, Process ID, Action Type, Cause, and Procedure where the error occurred

Description This happens when the user session registers with the CCR system manager during user login. The software failed to write the Lock Type in the session list. The session is allowed, but is granted view access only.

Impact No write access is granted until the problem is fixed.

Recovery No user intervention is needed.

2036

Log message Unable to initialize shared memory for inter-process communication.

Parameters Component, Object, and Function

Description The state of the link between Meridian 1 and the CCR Module is unknown and the program is unable to communicate link status between processes.

Impact If the link is up, there is no impact. If the link is down, the system is unaware of the fact (default link state is up).

Recovery Examine the CCR log and SysLog files for evidence of related errors. If system functionality is affected, restart the application.

2037

Log message Unable to obtain shared memory for inter-process communication

Parameters Component, Object, Function, and Miscellaneous error information

Description The state of the link between Meridian 1 and the CCR Module is unknown and the program is unable to communicate link status between processes.

Impact If the link is up, there is no impact. If the link is down, the system is unaware of the fact (default link state is up).

Recovery Examine the CCR log and SysLog files for evidence of related errors. If system functionality is affected, restart the application.

2039

Log message ACD DN statistics request failed

Parameters Component, Object, Function, Miscellaneous error information, and Cause

7: Invalid Customer Number

32: Invalid ACD DN

Description A request for statistics failed, either because of a customer number mismatch between Meridian 1 and the CCR Module, or because the ACD DN is not configured on Meridian 1.

Impact Calls will not be treated correctly without valid statistics.

Recovery Recovery differs according to the cause.

7: Correct the customer number on the CCR Module if it is incorrect.

32: Remove all references to the ACD DN from the CCR script or Variable Table, or define the ACD DN on the Meridian 1.

2040

Log message Death of process due to unexpected signal

Parameters Component (Application Script Editor or Application Validation Engine), Object, Function, and Miscellaneous error information

Description An unexpected signal is encountered while a user is editing or validating a script.

Impact If the user is editing a script when this error occurs, the editing changes will be lost and the user returned to the script manager window. If the user is validating a script, the validation process ends with a validation failed message.

Recovery The user should reenter the script editor or revalidate the script and continue. Report the occurrence to your Nortel support personnel.

2041

Log message ACD statistics start request failed

Parameters Component, Object, Function, Cause 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, and 11

1. Bad Association ID
2. Error occurred trying to send command to SL-1
3. Bad Customer Number
4. Target node's SRQL has been reached
5. Target node's SRL has been reached
6. D-Channel failure or target unreachable
7. Source node Home DN undefined
8. Enhanced Network Routing package not equipped
9. Resend timer expired
10. Not all statistics requested are available (warning)
11. An invalid DN was given

Description The statistics request about a particular CDN failed.

Impact The statistics about a particular CDN cannot be collected. This could result in a script or variable table installation failing.

Recovery Look at the cause field of the error message and fix the problem.

2042

Log message ACD statistics stop request failed

Parameters Component, Object, Function, Cause 1, 2

- 1: Bad Statistics ID
- 2: Error occurred trying to send command to SL-1

Description The statistics stop request failed.

Impact The statistics about a particular CDN cannot be stopped.

Recovery Restart the CCR application.

2043

Log message CDN is de-acquired by tsmain

Parameters Component, Object, Function, Cause 3

3: A system error occurred.

Description The CDN has been released forcefully by the system due to a system problem.

Impact The CDN is released from the MSL-1 point of view. All calls to this CDN will be defaulted.

Recovery The user needs to remove the CDN from the Association Table as well. If this is unsuccessful, CCR needs to be restarted.

2044

Log message CDN acquire error occurred

Parameters Component, Object, Function, Cause 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, and 11

1. Bad Device ID
2. Bad DN
3. Invalid VC Class
4. Invalid ACD Position ID
5. Device is currently locked by another application
6. Cannot initialize device
7. Device already acquired by application
8. Device already monitored by application
9. Bad customer number
10. Invalid reason
11. Device locked by application

Description The CDN acquire request for a CDN failed due to the cause in the Cause field.

Impact Since the acquire was not successful, the CDN cannot be used.

Recovery Look at the cause field of the error message to find out the reason. Try to remove the CDN and reenter it after the problem has been corrected. If this does not work, restart the CCR application.

2045

Log message CDN acquire release error occurred

Parameters None

Description The CDN acquire release request for a CDN failed.

Impact The CDN which needs to be released has not been released.

Recovery Try to release the CDN again. No recovery is necessary.

2046

Log message CDN state change request failed

Parameters Component, Object, Function, Cause 1, 2, 3 and 4

1. Bad Device ID
2. Error occurred trying to send command to SL-1
3. Invalid Reason
4. Cannot change CDN state

Description The CDN state change response indicates that the request was not successful either because there is a synchronization problem, or the CDN device state cannot be changed.

Impact The CDN state is not changed.

Recovery Retry the request. If this fails, restart the CCR application.

2047

Log message Application registration error occurred

Parameters Component, Object, Function, Cause 1, 2, 3, 4

1. Bad Application ID
2. Bad Service Number
3. Bad Machine Name
4. Bad Customer Number

Description The CCR application registration response message shows that the registration request was not successful.

Impact The CCR system will restart.

Recovery After the CCR restart, the problem should be cleared automatically. Check the cause field of the error message for more information.

2048

Log message An invalid reason was found in a message

Parameters Component, Object, Function, Cause 3

3. SL1 Error

Description The reason field of the returned message response is not recognized by CCR as a valid reason.

Impact This message will be discarded. This error indicates some unknown errors occurred through the communication.

2050

Log message CDN is in a wrong state

Parameters Component, Object, Function

Description During a CDN acquire or release, the CDN state was unrecognizable.

Impact The CDN will be left in an unrecognized state, thus calls cannot be made against this CDN.

Recovery Restart the CCR application.

2051

Log message Continuity test failed—unable to answer the poll

Parameters Component, Object, Function, Cause 1

1. Invalid State

Description The continuity test polling failed because CCR is not in a valid state.

Impact The CCR application will restart itself.

Recovery No user intervention is necessary. After the CCR restart, everything should return to normal.

2052

Log message Call treatment was not executed successfully

Parameters Script Name, Script Command, Parameter, Component, Object, Function, Cause

- 6: Invalid Device ID was given
- 7: Invalid DN was given
- 8: Bad queuing priority was specified
- 9: Request failed on the MLS-1 for an unspecified reason
- 10: ACD queue is in Night Service. Call cannot be placed in a queue that is in Night Service
- 11: Call was already placed in queue by a previous IVR request or by a previous queue request
- 12: Call is not in specified queue
- 13: Call cannot be given busy tone, since it is an unanswered non-ISDN-CO or Japan DID trunk call. The call has been sent to the default ACD-DN.
- 14: An invalid Give IVR treatment was specified
- 15: The first command received for a call cannot be this treatment
- 16: Call originator is attendant and is not allowed to receive IVR/RAN/MUSIC
- 17: Call originator is a no hold Conference and is not allowed to receive IVR/RAN/MUSIC
- 18: Invalid RAN/MUSIC route
- 19: RAN or tone connection is blocked

Description The call command request was rejected due to incorrect information being put into the request message.

Impact This error implies there are call processing errors occurring.

Recovery Refer to the cause code in the error log message and fix the problem accordingly.

5001

Log message Flow control level 1 indication received from the Meridian 1. Refer to “Notes on flow control”, CCR message 2012.

Parameters None

Description A flow control level 1 indication (see “Notes on flow control”, following message 2012) was issued by Meridian 1, indicating that the Meridian 1 inbound traffic flow occasionally exceeds configured limits on Meridian 1. The system may be temporarily operating above its capacity. A subsequent flow control level 0 indicates when the system is again operating at normal capacity.

Impact Indication that message traffic exceeds what Meridian 1 is configured to expect. It has no immediate impact, but could be followed by a flow control 2 or 3 error.

Recovery If flow control indication does not return to 0, especially if the situation occurs when call volume is below normal, check configuration parameters on Meridian 1 and change them if necessary. If configuration is correct and the problem persists, it indicates the system is running above capacity.

5002

Log message User session does not exist: deleting user from the session list

Parameters User ID, Process ID, Lock Type, and Procedure where the error occurred

Description This happens when the call processing software restarts, at midnight or during shutdown. If the user session does not exist, the software deletes it from the session list.

Impact There is no system impact.

Recovery No user intervention is needed.

5003

Log message Unrecognized file found: file is moved to the trash directory

Parameters File Name and Procedure

Description The software found an unrecognized file in the specified directory. The file is moved to the Trash Directory. This happens during midnight routines, start-up, or shutdown.

Impact There is no system impact.

Recovery No user intervention is needed.

5004

Log message User profile does not exist: delete the profile from the profile list

Parameters User ID, User Name, and Procedure where the error occurred

Description The user profile does not exist. The software is deleting it from the profile list. This happens during midnight routines and shutdown.

Impact There is no system impact.

Recovery No user intervention is needed.

5005

Log message User name in profile doesn't match the profile list: name updated

Parameters User ID, User Name, and Procedure where the error occurred

Description This happens during midnight routines or shutdown. The user name in the profile does not match the user name in the profile entry of the profile list. The name in the profile list entry is updated.

Impact There is no system impact.

Recovery No user intervention is needed.

5006

Log message An existing profile is not in the profile list: list updated

Parameters User ID, User Name, and Procedure where the error occurred

Description This happens during midnight or shutdown. The user profile actually exists, but is not in the profile list. The profile entry is inserted into the profile list.

Impact There is no system impact.

Recovery No user intervention is needed.

5007

Log message Invalid script state: state updated

Parameters Script Name, Script State, and Procedure where the error occurred

Description An invalid state was found for the specified script in the script list. The script state is updated and all associated files are moved to the Trash Directory.

Impact There is no system impact.

Recovery No user intervention is needed.

5008

Log message Script source file doesn't exist: delete entry from script list

Parameters Script Name and Procedure where the error occurred

Description This happens during midnight or shutdown. The software could not find a script source file. The script entry is deleted from the script list.

Impact No system impact.

Recovery No user intervention is needed.

5009

Log message Existing script source file not in script list: entry added

Parameters Script Name and Procedure where the error occurred

Description This happens during midnight or shutdown. The software found an existing script source file, but there is no script entry in the script list. The script entry is inserted.

Impact There is no system impact.

Recovery No user intervention is needed.

5010

Log message Script object file doesn't exist: reset state in script list

Parameters Script Name, Script State, and Procedure where the error occurred

Description The script object file does not exist. The software reset the state of the script in the script list and moved all associated files to the Trash Directory.

Impact There is no system impact.

Recovery No user intervention is needed.

5011

Log message Script object file should not exist: file removed

Parameters Script Name and Procedure where the error occurred

Description The software found a script object file in the file system, but there is no script entry in the script list. All associated files are moved to the Trash Directory. This happens during midnight routines or shutdown.

Impact There is no system impact.

Recovery No user intervention is needed.

5012

Log message Script error file should not exist: file removed

Parameters Script Name and Procedure where the error occurred

Description This happens during midnight routines or shutdown. The software found a script error file in the file system, but there is no script entry in the script list. The file is moved to the Trash Directory.

Impact There is no system impact.

Recovery No user intervention is needed.

5013

Log message Script link file does not exist: reset state in script list

Parameters Script Name, Script State, and Procedure where the error occurred

Description This happens during midnight routines or shutdown. The script link file does not exist. The state in the script list is reset and all associated files moved to the Trash Directory.

Impact No system impact.

Recovery No user intervention is needed.

5014

Log message Script link file should not exist: file removed.

Parameters Script Name and Procedure where the error occurred.

Description This happens during midnight routines or shutdown. The software found a script link file in the file system, but there is no script entry in the script list. The file is moved to the Trash Directory.

Impact There is no system impact.

Recovery No user intervention is needed.

5015

Log message System start-up in progress: message ignored until start-up completes

Parameters User ID, Script Name, Process ID, Action Type, Cause, Lock Type, and Procedure.

Description The call processing software has not yet synchronized with the CCR system manager as part of the start-up procedures. Any message received will be ignored.

Impact There is no system impact.

Recovery Wait until the system is completely started up before logging in to the application.

5016

Log message User session is not registered: message ignored

Parameters User ID, Process ID, Action Type, Cause, and Procedure,
Script Name, Process ID, Action type, Cause, and Procedure
User ID, Process ID, and Procedure
User ID, Process ID, Lock Type, and Procedure
Process ID, Action Type, Cause, and Procedure

Description The user session is not registered with the CCR system manager and is, therefore, an invalid user session. The message is ignored.

Impact There is no system impact.

Recovery Log out of the application and log back in.

5017

Log message User session has view access only: message ignored

Parameters User ID, Script Name, Process ID, Action Type, Cause, and Procedure

Description The user session cannot perform a write transaction with view access only. The message is ignored.

Impact There is no system impact.

Recovery Log out and log back in to gain write access (if there is no other user already logged in with write access).

5018

Log message Request to Change CDN to controlled mode timed out

Parameters Component, Object, Function, and CDN

Description The request to change the CDN to controlled mode has timed out.

Impact Calls cannot be controlled by that CDN.

Recovery Ensure that the CDN is configured on the Meridian 1. Remove the CDN from the Association Table if that CDN is not configured.

5019

Log message Statistics timed out on Meridian 1

Parameters Component, Object, Function, and ACD DN

Description The statistics request for the ACD DN has timed out.

Impact Any script using an intrinsic with this ACD DN will not evaluate correctly.

Recovery Ensure that the ACD DN is configured on Meridian 1. Do not use an ACD DN in a script if the DN is not configured on the Meridian 1.

5020

Log message Request to change CDN to default mode timed out

Parameters Component, Object, Function, and CDN

Impact There is no system impact.

Recovery System will recover automatically.

5021

Log message Call removed from system due to system time-out

Parameters Component, Object, Function, CDN and Miscellaneous information

Description A duplicate call id was detected by the software. Since the old call has existed in the system for more than 2 hours, the old call will be released and the new call

will be accepted by the system instead. The Call Abandoned or the Call Answered message might have been lost.

Impact No system impact. However, this may imply a message loss situation has occurred.

Recovery No user intervention is needed.

5022

Log message All active associations in association table deactivated

Parameters None

Description The CCR data contains an association table that has more active associations than is allowed for the installed CCR package. All associations have been changed to the "OFF" state. The active association limit is displayed in the data section of this log event.

Recovery The user may enter a CCR user session and manually activate the associations up to the active association limit for the installed CCR.

5023

Log message Call removed from system due to system audit - calls older than 2 hours.

Parameters Component, Object, Function, and Miscellaneous information

Description The system checks on all outstanding calls once every 30 minutes. Calls older than the MAX_AUDIT_TIME (currently set at two hours), will be destroyed automatically.

Impact There is no system impact.

Recovery No user intervention is needed.

6001

Log message Invalid value found in message

Parameters Cause 1, 2, or 3 and Message Type

1: Invalid list type value

2: Invalid cause value

3: Invalid action type

Description An invalid field in a message has been detected.

Impact There is no system impact.

Recovery This occurrence may indicate a software error, but has no operational impact on the system.

6002

Log message Meridian 1 link up

Parameters None

Description The communications software has been able to re-establish the path with Meridian 1 after a previous failure. The application is now fully operational again.

Impact There is no system impact.

Recovery None

6003

Log message User logged in

Parameters User ID

Description A user has logged in to the application.

Impact There is no system impact.

Recovery None

6004

Log message User logged off

Parameters User ID

Description A user has logged out of the application.

Impact There is no system impact.

Recovery None

6005

Log message Variable Table change initiated

Parameters User ID

Description A user has requested that a new Variable Table be activated. The message is followed either by a successful completion or by a failure message.

Impact There is no system impact.

Recovery None

6006

Log message Variable Table change completed

Parameters User ID

Description A previously-requested Variable Table activation has been successfully completed.

Impact A new Variable Table is now active in call processing.

Recovery None

6007

Log message Association Table change initiated

Parameters User ID

Description A user requested activation of a new Association Table. The message is followed by a successful completion or by a failure message.

Impact There is no system impact.

Recovery None

6008

Log message Association Table change completed

Parameters User ID

Description A previously requested Association Table activation has been successfully completed.

Impact A new Association Table is now active in call processing.

Recovery None

6009

Log message Script installation initiated

Parameters User ID and Script Name

Description A user has requested script installation. The message is followed either by a successful completion or by a failure message.

Impact There is no system impact.

Recovery None

6010

Log message Script installation completed

Parameters User ID and Script Name

Description A previously requested script installation has been successfully completed.

Impact The new script is now ready for use in active call processing.

Recovery None

6011

Log message Script removal initiated

Parameters User ID and Script Name

Description A user has requested that a script be removed. The message is followed either by a successful completion or by a failure message.

Impact There is no system impact.

Recovery None

6012

Log message Script removal completed

Parameters User ID and Script Name

Description A previously requested script removal has been successfully completed.

Impact The script is now no longer available to active call processing. The contents of the script can now be edited and changed if required.

Recovery None

6013

Log message Script deleted

Parameters User ID and Script Name

Description A script has been deleted from the system.

Impact The script has been deleted from the disk.

Recovery None

6014

Log message A new User ID has been added to the application

Parameters User ID

Description A new User ID has been added to the application.

Impact The new User ID can now be used to log in to the application.

Recovery None

6015

Log message A User ID has been deleted from the application

Parameters User ID

Description A User ID has been deleted from the application.

Impact The User ID can no longer be used to log in to the application.

Recovery None

6016

Log message Application shut down by user request

Parameters None

Description A shutdown request was received from the CCR Module software and a graceful shutdown was done by the software.

Impact The application shuts itself down and has to be restarted before it will function again.

Recovery None

6017

Log message Application started

Parameters None

Description The application has been started up following a user request.

Impact The application will be ready as soon as the start-up procedure is completed.

Recovery None

6018

Log message Flow control level 0 indication received from Meridian 1. Refer to “Notes on flow control”, CCR message 2012.

Parameters None

Description A flow control level 0 indication (see “Notes on flow control” following message 2012) was received from Meridian 1. This notification indicates that previous flow control or overload conditions that have been encountered are now cleared.

Impact System operation is returned to normal.

Recovery None

6019

Log message Contact has been established with Meridian 1.

Parameters None

Description The call processing software has successfully completed the start-up communications sequence and is now in contact with the software on Meridian 1; it is ready to start active call processing.

Impact The application is ready to become operational.

Recovery None

6020

Log message User session forced to log out by the software

Parameters User ID, Process ID, Lock Type, and Procedure where the error occurred.

Description The user session did not log out within the given time during an application shutdown. The session was ended by the CCR system manager.

Impact All unsaved changes were lost.

Recovery None

6021

Log message CCR system software is shutting down upon user request.

Parameters None

Description The CCR system manager is going down gracefully after receiving the shutdown request from the CCR Module software.

Impact No system impact

Recovery None

6022

Log message IVR got canceled.

Parameters None

Description A call was receiving IVR but was interrupted. This will only occur with the Give Interruptible IVR treatment.

Impact There is no system impact.

Recovery None

6023

Log message Conversion: Script being revalidated

Parameters Script name

Description The script has been revalidated because the validator version number has changed.

Impact The application will take longer to start up with conversion. After the scripts are finished validating, normal CCR start-up will resume.

Recovery None

6024

Log message Error Filtering summary report

Parameters Component, Object, Function, Data

Description The Error Filtering feature gives a summary report of all the filtering errors that occurred in the system since the last report.

Impact No impact to the system. Any errors reported should be handled according to their own recovery suggestion.

Recovery None